

Claims 1-4, 10-13 and 19-21 were rejected under 35 U.S.C. §102(e) as being anticipated by Matthews et al. (U.S. Patent No. 4,602,129).

Matthews describes a Voice Message System (VMS), that is described at column 5 as follows:

“... the VMS 10 of Fig. 1 includes the following subsystems: an administrative subsystem 60, call processor subsystems 62A-62C, and a data storage subsystem 64. There is only one administrative system 60 and data storage subsystem 64 for each VMS system 10, but there may be multiple call processor subsystems 62A-62C...” (lines 20-27). “A message deposited from a caller is stored in the VMS system 10, and the message is later delivered to the addressee. Instructional messages are also stored in the data storage 64 to guide the user in using the VMS 10...” (lines 34-38)

Claim 1 is patentably distinct over Matthews, which neither describes nor suggest “...A method for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the method comprising the steps of ... maintaining access codes respectively associated with the communication management options ... *receiving a selected access code from the user via a second interactive voice response service* different from the first interactive voice response service, , *wherein the first interactive voice response service and the second interactive voice response system are each coupled to a common private branch exchange*, ... recording the personalized prompt for a communication management option associated with the selected access code via the second interactive voice response service; and ... *storing the recorded personalized prompt in a location accessible for presentation by the first interactive voice response service...*”

Claims 1-4:

In order to support a rejection under 35 U.S.C. §102, every limitation of the claims should be shown in the prior art. While the Examiner has made a diligent effort to identify to the

Applicant the various locations in Matthews that he believe that the claimed limitations are taught, Applicants assert that several of the limitations are not shown or described.

Applicant and Examiner appear to disagree about whether or not Matthews describes the limitations of the present claims.

In the previous office action, Applicants stated that Matthews disclosed only one VMS within each subsystem (see, for example, column 5 of Matthews, where it is discussed that certain items in the system are redundant (data storage busses, for example), but there is no mention of redundancy of the VMS. In addition, Applicant's argued that there are certain interrelationships claimed between the first and second voice interactive systems of claim 1, which are not shown in Matthews.

In response to Applicant's arguments, the Examiner stated "... Matthews does teach more than one VMS (see fig. 2). Matthews also teaches that each user has his own voice mailbox..."

Applicant agrees that Matthews illustrates two VMS systems in Figure 2. However, Applicant additionally notes that Applicant's argument was not merely that there was only one VMS described in Matthews, but that there is only one VMS *within each subsystem*, which is clearly evident in Figure 2. Applicants have amended the claims of the present invention to highlight this distinguishing factor over Matthews, by including the limitation "... *wherein the first interactive voice response service and the second interactive voice response system are each coupled to a common private branch exchange ...*" to claims 1, 10 and 14.

In addition, Applicants maintain their position that the Examiner has not given patentable weight to the interdependencies of the two systems. For example, Applicant's could find no description or suggestion of "... receiving a selected access code from the user *via a second interactive voice response service* different from the first interactive voice service ... recording

the personalized prompt for a communication management option associated with the selected access code via *the second interactive voice service*; and ... storing the recorded personalized prompt in a location accessible *for presentation by the first interactive voice response service...*"

Accordingly, because several limitations of the claim are neither shown nor suggested in Matthews, Applicant submits that the rejection is improper and should be withdrawn. Dependent claims 2-4 serve to further limit claim 1 and are allowable for at least the reasons put forth with regard to claim 1.

Claim 10-14:

Independent claim 10 is patentably distinct over Matthews, which neither describes nor suggests "...An apparatus for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the apparatus comprising ... means for maintaining access codes respectively associated with the communication management options ... means for receiving a selected access code from the user via a second interactive voice response service different from the first interactive voice service, , *wherein the first interactive voice response service and the second interactive voice response system are each coupled to a common private branch exchange ...* means for recording the personalized prompt for the communication management option associated with the selected access code via the second interactive voice service; and means for storing the recorded personalized prompt in a location accessible for presentation by the first interactive voice response service..." Accordingly, for reasons similar to that put forth with regard to claim 1, claim 10 is patentably distinct over the references, and the rejection should be withdrawn. Dependent claims 11-14 depend on claim 10 and add further patentable limitations to claim 10 and are allowable for at least the reasons put forth with regard to claim 10.

Claims 19-21:

Claim 19 is patentably distinct over Matthews, which neither describes nor suggests "... An apparatus for configuring a communication system adapted to manage communications for a plurality of users, the communication system including a *first interactive voice response service* ... a personalization server adapted to store the associated personalized prompts in the prompts store, the personalization server including ... an options store adapted to store a list of the communication management options ... an access code store adapted to store access codes respectively associated with the communication management options ... a *second interactive voice response service adapted to record the personalized prompts* associated with the communication management options in response to the associated access codes, *wherein the first interactive voice response service and the second interactive voice response service are coupled to a common public branch exchange...*" Accordingly, for reasons similar to those put forth with regard to claim 1, claim 19 is patentably distinct over Matthews, and the rejection should be withdrawn. Claims 20 and 21 serve to further limit claim 19, and are thus allowable for at least the reasons put forth with regard to claim 19.

Rejections under 35 U.S.C. §103

Claims 5 and 14 were rejected under 35 U.S.C. §103(a) as being unpatentable over Matthews et al (U.S. Patent No. 4,602,129) in view of Ball et all (U.S. Patent No 5,394,445).

Ball describes (abstract) a device and process whereby a plurality of delivered calling number and associated announcement message pairs is automatically acquired and accumulated upon receipt of calls from unrecognized calling numbers.

Applicant's submit that the combination of Ball and Matthews neither describes nor suggests the limitations of claims 5 and 14, for at least the reason that Matthews, as described above, does not disclose basic limitations in their associated parent claims. Accordingly, for at least this reason, claims 5 and 14 are patentably distinct over the combination of references, and the rejection should be withdrawn.

Claims 6-9 and 15-18

Claims 6-9 and 15-18 were rejected under 35 U.S.C. §103 as being unpatentable over Matthews in view of Ho (U.S. Patent 6,061,502).

Ho, U.S. Patent 6,061,502:

Ho describes a communications device that transmits and receives information in accordance with facsimile and electronic mail communications protocols. The communications device recognizes a destination identifier, identifying a remote communications device as either a facsimile device or an e-mail device and transmits a document in accordance with the communications protocol utilized by the identified device. The communications device also allows the retrieval of electronic mail messages stored at a remote electronic mailbox. A user enters an electronic mail address, from which messages are desired to be retrieved, and presses a Retrieve button. The communications device initiates communication with an electronic post

office corresponding to the entered electronic mail addresses and causes transmission of electronic mail messages stored in the specified mailbox. (Abstract, Ho)

No motivation is found for modification of references

In order to properly support a rejection under 35 U.S.C. §103, a motivation for the modification of the references suggested by the Examiner must be shown or suggested by the references. The motivation cited by the Examiner is that “it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Matthews to allow a device connected to the first interactive voice response service<sup>3</sup> via the internet as taught by Ho (sic). The motivation is to have the connection in order to provide different types of options via the internet...”

Applicants submit that no such motivation is found in either reference, and thus the Applicants can only assume that the Examiner is using hindsight based on the teachings of the present invention. With regard to Matthews, Applicants note that the only system illustrated in Matthews is a voice based system, using the public switched telephone network. The modification suggested by the Examiner would be an exponential networking change for Matthews, requiring different architectures and physical components that Applicants believe are beyond the realm of the teachings or desires of Matthews. Similarly, the networking arrangement of Ho deals only with digital communication of information, not voice as in Matthews. Although both references deal with communication, the basic differences in the type of communication are not inconsequential. Thus, Applicants believe that one would not be motivated to combine the references, since there is no simplistic way to integrate the two teachings. Because there is no motivation for the combination, the rejection is improper and should be withdrawn.

Combination neither describes nor suggests claimed invention:

Assuming that a motivation could be found for the modification suggested, Applicant's independent claims 6 and 15 are also both patentably distinct over Matthews in combination with Ho, the combination neither describing or suggesting "*...help information including textual descriptions of the selected option for display on a graphic user interface* , the help information for assisting the user in providing personalized prompts associated with the communication management options ..." as recited in both independent claims.

There is no mention in either Matthews or Ho of '*..., said help information including textual descriptions of the selected option for display on a graphic user interface ...*' Rather, Matthews describes, at column 5, lines 37-38 "... Instructional messages are stored in the data storage 64 to guide the user in using the VMS..." which are played to the user using voice CVMs. (see Abstract) Accordingly, Matthews, which teaches that voice CVMs are used to communicate with the user, neither describes nor suggests "said help information including textual descriptions... for display on a graphic user interface..." Although Ho teaches connection to an email and facsimile, no mention is found in Ho of providing 'help information' as recited in the claims. For at least the reason that the combination neither describes nor suggests the limitation of the claimed invention, claim 6 is patentably distinct over the references, and the rejection should be withdrawn.

Accordingly, independent claims 6 and 15 are patentably distinct over Matthews, and the rejection should be withdrawn. Dependent claims 7-9, and 16-18 serve to further narrow claims 6 and 15, respectively, and are therefore allowable for at least the reasons put forth with regard to their parent claims.

Conclusion

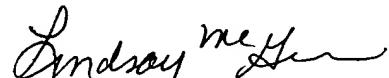
Applicants have made a diligent effort to place the claims in condition for allowance. However, should there remain unresolved issues that require adverse action, it is respectfully requested that the Examiner telephone Lindsay McGuinness, Applicants' Attorney at 978-264-6664 so that such issues may be resolved as expeditiously as possible.

For these reasons, and in view of the above amendments, this application is now considered to be in condition for allowance and such action is earnestly solicited.

Respectfully Submitted,

6/23/2003

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Docket No. 0614730269987 120-071  
dd: 6/25/2003 (2 mo date)